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2662 #

PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Eric Klinker, et al.

Serial No. 09/833,219

Filed: April 10, 2001

For: SYSTEM AND METHOD TO ASSURE
NETWORK SERVICE LEVELS WITH
INTELLIGENT ROUTING

Art Unit: 2662

Examiner: Saba Tsegaye

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Technology Center 2600

SECOND SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

09/20/2004 GWORDDF1 00000010 09833219

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Sir:

The citation of information on the attached Form PTO SB/08, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.97 and 1.98. A copy of each cited item is enclosed unless stated otherwise hereinbelow.

The citation of this information does not constitute an admission that any of the materials are available as a reference or of priority, or a waiver of any right applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

As this Second Supplemental Information Disclosure Statement is being filed after the issuance of an office action on the merits, pursuant to 37 C.F.R. §1.97(c)(2), the fee

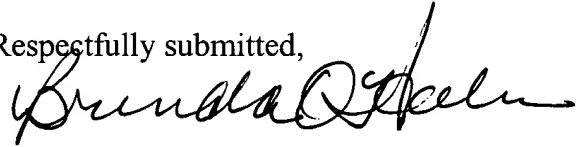
I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on 9/15/04.

Matthew L. Collins

U.S. Application No. 09/833,219
Klinker, et al.

of \$180, as set forth in §1.17(p), is enclosed. If any additional fees are due, the Commissioner is authorized to charge such fee that may be due or credit any overpayment to Deposit Account No. 11-0855.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Brenda O. Holmes", with a stylized flourish at the end.

Brenda O. Holmes
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